

Topic: Contact Number Altea FM Ramp Module – LOT Polish Airlines

Dear All,

there have been several incidents, where LOT CLC Hub was not able to reach you as phone number was missing in Altea FM Ramp Module. Please be aware that missing/insufficient communication to/with the CLC is a safety relevant issue and needs your full attention and immediate implementation.

You must understand that communication with CLC is of the utmost importance. The CLC hub is responsible for load planning and the loadsheet BUT you are their eyes at the aircraft. The CLC must be able to trust you to ensure loading based on their documents. So it is imperative that you keep CLC informed at all times by texting, report any discrepancy/irregularity regarding the loading, wait and respond to instructions if needed to change the loading and finally confirm the current loading. **In case of any queries, CLC must be able to reach you.** If the loading does not fit or any other changes are required, **only the CLC decides what to do.** We never decide what to unload or what to leave behind. This is in connection with the CLC not in your area of responsibility. You report, CLC decides! You initiate changes and confirm to CLC that it has been done according to their instruction.

LOT GHM:

3.20.2 Procedures for Ramp Agents

Sign in to flight and subscription of messenger in Altea FM – Ramp Module

	Actions to be taken
1	Add Contacts to Welcome Screen
2	Click on Add Agent - tick add yourself in the appearing popup and make sure that your phone number is correct : you may also enter your first and last name when un-ticking add yourself
3	Click on Subscribe Messenger¹⁾ - for every single flight to enable communication with CLC Hub
4	Refresh Messenger - messenger tab – actions – refresh all. This may be done after assigning to a series of flights or after every single flight. This is required to received messages for CLC HUB

Best Regards,

Dominika